

CIVIL SERVICE ANNOUNCEMENT

APPROVED C.S.C MINUTES 10/14/11 ja

ANNOUNCEMENT NO. 96

BUSINESS PROCESS ANALYST (NON-COMP)

Public notice is hereby given by the Civil Service Commission of Cleveland, Ohio of a **Non-Competitive** examination for the above mentioned classification.

SALARY

The prevailing salary range for this position as established by Ordinance of the Council of the City of Cleveland is **\$55,000.00 - \$95,000.00** per year.

FILING OF APPLICATION

Application must be made on the regular application form available at the Office of the Civil Service Commission, 601 Lakeside Avenue, Room 119. **APPLICATIONS WILL BE AVAILABLE FOR PICK-UP IN THE CIVIL SERVICE OFFICE TO APPLY TO TAKE THE CIVIL SERVICE EXAMINATION FROM 8:30 A.M. ON FRIDAY, OCTOBER 28, 2011 UNTIL POSITION IS FILLED.**

NOTE: APPLICATIONS WILL BE TAKEN UNTIL POSITION IS FILLED.

THE CIVIL SERVICE COMMISSION’S POLICY IS THAT NO LATE FILING WILL BE ALLOWED.

EXAMINATION INFORMATION

TYPE: EXPERIENCE EVALUATION: Applicant’s eligibility will be determined based on Education and Experience found in Resume.

NOTE: Each applicant is required to submit a detailed resume of his/her education and experience at the time of filing application.

NOTE: THE CIVIL SERVICE COMMISSION RESERVES THE RIGHT TO REVIEW AND EVALUATE ANY AND ALL INFORMATION CONTAINED IN THE APPLICATION OR RESUME. LACK OF HONESTY WILL RESULT IN IMMEDIATE REMOVAL FROM THE ELIGIBLE LIST.

DUTIES OF THE POSITION

Oversees business process and workflow analysis by completing and managing process improvement activities within a function that will have a significant impact on cost, service, and forecast accuracy. Manages the scope of improvements and resource requirements. Escalates issues regarding service and timelines. Creates performance metrics for programs. Facilitates communication across many functional groups to ensure collaboration and efficiency. Supports and advises on standardization and streamlining of processes wherever possible and appropriate in line with best managements practices to ensure accuracy and completeness of the process and procedural and technical documentation. Assists in the roll-out of key business initiatives by meeting with stakeholders as well as reviewing and documenting business and functional requirements. Also manages the periodic review of planning parameters to balance customer service, product, employee, and financial objectives. Identifies issues/inconsistencies that impact the quality and integrity of services delivered, makes recommendations to correct issues, and manages the solutions to the issues. Ensures that all business and service requirements are fully defined and measured. Collaborates with managers/supervisors on internal measurements of performance. Facilitates ongoing performance review meetings with management teams to review metrics in regards to success. Creates and/or revises processes and associated documentation including process flows/modeling, procedural guides, SIPOC models, RACIs, schematics, templates, diagrams, and charts. Assists in preparation for system deployments including pre-requisite process and policy changes, change management, data preparation, and user training. Continuously reviews forecasts to understand how trends and/or projections will affect future business needs. Recommends new policies and/or policy changes as needed to maintain clear expectations amongst stakeholders. Collects and analyzes data to identify root cause of problems. Delivers presentations and training courses including measurement, analysis, improvement, and control. Performs cost and benefit analyses. Assists business office personnel and program/financial managers with the review and evaluation of end-to-end business processes/systems and in the development of associated process improvement recommendations. Develops ad-hoc reports and analyses in response to business unit requests. Performs other job-related duties as required. Follows all operations and safety policies and safe work practices. Attends and participates in operations and safety training classes and demonstrates competence (demonstration of competence may be determined by exam.) Wears and properly utilizes safety equipment in accordance with Divisional policy at all times.

MINIMUM QUALIFICATIONS FOR ENTRANCE TO THIS EXAMINATION AS ESTABLISHED BY THE CIVIL SERVICE COMMISSION OF THE CITY OF CLEVELAND ARE AS FOLLOWS:

A High School Diploma or a GED is required. A Bachelor’s Degree in Business specializing in operations management, business administration, or quantitative analysis, Finance, or Business-related field from an accredited four-year college or university is required. Three years of full time paid experience in one or more of the following: Business analytics (use of data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making and analytical problem solving), business, requirements analysis and solution design, and business process analysis and redesign. As part of the three years, must have documented experience with project management methodologies, process improvement tools (e.g., Lean, Six Sigma) or statistics as well as experience in the implementation of business process mapping and charting software and documentation management process as well as business requirements definition and management in support of IT initiatives. (Substitution: One year of experience may substitute for each year of college education lacking.) A valid State of Ohio Driver’s License is required. Experience utilizing an enterprise reporting tool (e.g., Business Objects or Cognos) to extract and analyze data from corporate information systems is preferred.

NOTE: Applications must be returned in person. All copies of diplomas, licenses, certificates, and resumes must be presented at the time of filing.

NOTE: Any applicant who resigns or is dismissed from employment with the City of Cleveland will have his/her name removed from the eligible list.

AN EQUAL OPPORTUNITY EMPLOYER